

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> Staff Service Analyst	<b>DISTRICT/DIVISION/OFFICE</b> Administration/ Human Resources/ Workers' Compensation/Return-to-Work Program	
<b>WORKING TITLE</b> Return-to-Work Coordinator	<b>POSITION NUMBER</b> 702-008-5157-XXX	<b>EFFECTIVE DATE</b> February 28, 2015

**As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, as well as those we serve.**

Under the general direction of a Staff Services Manager I, the Return to Work Coordinator demonstrates a positive attitude and a commitment to provide quality service that is accurate, timely, and exceeds our customers' expectations. The Staff Service Analyst assigned to Workers' Compensation/ Return-to-Work Branch and will perform the following duties:

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	

65% ( E )	Under/With the guidance of a lead Analyst, an Associate Personnel Analyst, the incumbent consults with managers and supervisors regarding workers' compensation, return to work, and other medical issues, determining the most appropriate course of action. Manages workers' compensation claims, consulting with State Compensation Insurance Fund (SCIF) and Departmental Legal staff to develop strategies on resolution of claims as well as resolving outstanding personnel issues. Reviews and interprets medical reports to determine the department's best course of action. Confers with employee's personal physician, independent medical evaluators and the State Medical Officer. Implements the return to work program for permanent alternate placement of all employees with injuries/illnesses. Coordinates modified work/temporary assignments with injured workers' supervisors. Initiates and directs investigations relating to sensitive issues involving workers' compensation claims. Works with managers and supervisors, Labor Relations, Adverse Actions, Legal, Human Resources Analysts and Transactions staff to facilitate the resolution of medical issues.
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15% ( E )	Evaluates the parameters and authorizes all settlements on departmental claims. Independently authorizes settlement on claims up to \$75K. Claims in excess of \$75K must be presented to management with settlement recommendations for management approval. In evaluating demands for settlement, staff must consider
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budgetary as well as staffing impacts to the Department.

- 10% ( E ) Provides training to managers and supervisors on workers' compensation, return to work and medical issues to ensure compliance with applicable laws. Provides training at Supervisory Training Program (STP) a mandated program that provides newly appointed supervisors with the skills and tools to perform vital functions of the their job.
- 5% ( E ) Under/With the guidance of a lead analyst, an Associate Personnel Analyst, the incumbent interprets and applies labor codes, government codes and appropriate laws, rules, policies and procedures to ensure legal compliance when taking appropriate action. Prepares statements of fact, law and argument about the Department's action for the SCIF attorney to present before the Workers' Compensation Appeals Board (WCAB) Judge. Prepares witnesses to testify in workers' comp proceedings. Provides direction to SCIF attorney to introduce clear and convincing evidence into the record. Prepares written responses to discovery requests. Assists the Departmental legal staff in representing the Department on highly sensitive actions that involve personnel issues.
- 5% ( M ) Prepares, maintains and reconciles statistical data and reports related to assigned claims.

### ***SUPERVISION EXERCISED OVER OTHERS***

None

### ***KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS***

Knowledge of workers' compensation and personnel management; Caltrans policies and procedures; ability to reason logically and creatively and utilize a variety of analytical techniques to resolve issues and problems. Ability to research, understands, interpret and articulate applicable employment and workers' compensation laws, rules, and regulations. Analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written actions and documentation; and to deal tactfully, professionally, and confidentially with all internal and external customers and contacts. Must demonstrate positive attitude and a commitment to conduct business in a professional manner. Must be able to provide quality customer service to all customers

Ability to reason logically; use various analytical techniques; develop alternatives and solutions; and develop and present recommendations in oral and written form to management on matters relating to workers' compensation and other medical issues.

### ***CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS***

Inaccurate analysis, logic, and inappropriate recommendations could result in increased workers' compensation costs, and an inability to effectively pursue a course of action with labor unions, the Workers' Compensation Appeals Board, civil courts and other agencies.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

### ***PUBLIC AND INTERNAL CONTACTS***

Confers with District Safety Officers, SCIF adjusters and attorneys, supervisors, managers, Cal-OSHA Compliance and Consultation Offices ; public and other State and Federal governmental agencies.

### ***PHYSICAL, MENTAL AND EMOTIONAL EQUIREMENTS***

***Physical:*** The position requires sitting for long periods and daily use of a computer and telephone. Sitting may be in excess of 6 hours per day. Daily use of a computer may be in excess of 4 to 6 hours per day. Daily use of the phone may be in excess of 3 to 4 hours per day. Occasional travel may be necessary.

***Mental:*** The employee works under stressful conditions and must be able to make timely decisions based upon logical analysis of information. Must be able to interact in adversarial situations with a wide variety of people within and outside the Department. Must be able to formulate effective strategies consistent with the law and personnel practices.

***Emotional:*** Must deal effectively with pressure, remaining optimistic, and resolve emotionally charged issues reasonably and diplomatically. Must consider and respond appropriately to the needs, feelings, and capabilities of injured workers; is tactful and treats others with respect.

### ***WORK ENVIRONMENT***

While at the base of operation, the employee will work in a climate-controlled office under artificial light. There will be occasional fluctuations in building temperature. The employee will work in a cubicle somewhere between the hours of 7:00 a.m. to 5:00 p.m., and will periodically attend meetings and/or training outside the office.

I have read and understand the duties listed above and can perform them with/without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

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EMPLOYEE

DATE

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

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SUPERVISOR

DATE